

## Wisconsin Department of Health and Family Services (DHFS)

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### Survey Instruments and Purpose

<b>Survey Instruments</b>	CAHPS Health Plan Survey
<b>Version/Population</b>	Medicaid – Adult and Child
<b>Languages</b>	English, Spanish
<b>Additions/Changes to Instruments</b>	Supplemental questions: <ul style="list-style-type: none"> <li>• Dental</li> <li>• Mental Health</li> </ul>
<b>Purpose of Project</b>	<ul style="list-style-type: none"> <li>• Quality Improvement</li> <li>• Publish report card for consumers</li> </ul>

### Survey Administration

<b>Administered Since</b>	2001; administered every other year.
<b>Administration Mode</b>	Mixed (mail and telephone).

### Uses of Survey Results

<b>Reporting</b>	DHFS seeks to measure customer satisfaction, access and quality. The agency publishes a report card with basic CAHPS and clinical measures that they include in their enrollment materials. They also post a summary of the results on the Web.
<b>Quality Improvement</b>	DHFS also sends results to HMOs. If measures are lacking in certain areas, the plans are expect to create a quality improvement project to address the concerns.
<b>Marketing/Publicity</b>	
<b>Pay-for-Performance</b>	

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